

CLERICAL & SECRETARIAL GUIDELINES CRITERIA

SECRETARY STENO (GS-7 and Above)

JOB PERFORMANCE

SECRETARIAL & ADMINISTRATIVE DUTIES:

Provide administrative direction and leadership to secretarial and clerical personnel, office management, document flow and control, maintain administrative records, correspondence review, ability to determine office work priorities, telephone and receptionist techniques, human relations effectiveness, decision logic, job attitude utilization of time, initiative, resourcefulness, overall work accomplishments, security consciousness, neat and orderly office area.

SHORTHAND:

The ability to take shorthand and transcribe notes into an accurate draft or finished product.

TYPING:

The ability to quickly, accurately, and neatly type reports, project actions, memoranda, travel advances and vouchers, clearance actions, etc. in the prescribed format.

TECHNICAL ABILITY:

The knowledge of and adherence to document control procedures, Agency regulations, DD/S&T and ORD instructions, correspondence formats and completion of proper forms; filing systems, records disposition, use of reference aids, and knowledge of grammar and punctuation.

ADMINISTRATIVE - INTERNAL USE ONLY

ADMINISTRATIVE - INTERNAL USE ONLY

SECRETARY STENO (GS-7 and Above) (Cont'd)

PERSONAL QUALIFICATIONS  
& CONSIDERATIONS

PERSONALITY:

The ability to get along with other people - subordinates, contemporaries, and supervisors; honesty, integrity, tact, pleasantness, attendance dependability, ability to communicate, attitude and work habits.

APPEARANCE:

Grooming, appropriateness of dress, poise, etc.

POTENTIAL:

The demonstrated performance motivation and potential to advance to a senior clerical position.

ADAPTABILITY:

Ability to accept new ideas and adjust to changing situations and environment.

ASSIGNABILITY:

The willingness and/or capability to accept assignments at the same or next grade level in the same position title job within ORD. (This category not to be confused with potential.)

ADMINISTRATIVE - INTERNAL USE ONLY

CLERK STENO & SECRETARY STENO (GS-04 - GS-06)

JOB PERFORMANCE

SECRETARIAL DUTIES:

Knowledge of correspondence formats and preparation of the same, document control and flow, filing systems; ability to determine work priorities, telephone and receptionist techniques, job attitude, utilization of time, initiative, resourcefulness, overall work accomplishments, security consciousness, neat and orderly office area.

GS-06s should be able to substitute for a senior secretary as needed on a temporary basis.

SHORTHAND:

The ability to take shorthand and transcribe notes into an accurate draft or finished product.

TYPING:

The ability to quickly, accurately, and neatly type reports, project actions, memoranda, travel advances and vouchers, clearance actions, etc. in the prescribed format.

TECHNICAL ABILITY:

The knowledge of and adherence to document control procedures, Agency regulations DD/S&T and ORD instructions, correspondence formats and completion of proper forms; filing systems, use of reference aids, records disposition, and knowledge of grammar and punctuation.

CLERK STENO & SECRETARY STENO (GS-04 - GS-06)  
(Cont'd)

PERSONAL QUALIFICATIONS  
& CONSIDERATIONS

PERSONALITY:

The ability to get along with other people - subordinates, contemporaries, and supervisors, honesty, integrity, tact, pleasantness, attendance dependability, ability to communicate, attitude and work habits.

APPEARANCE:

Grooming, appropriateness of dress, poise, etc.

POTENTIAL:

The demonstrated performance motivation and potential to advance to a senior clerical position.

ADAPTABILITY:

Ability to accept new ideas and adjust to changing situations and environment.

ASSIGNABILITY:

The willingness and/or capability to accept assignments at the same or next grade level in the same position title job within ORD. (This category not to be confused with potential.)

CLERICAL & SECRETARIAL GUIDELINES CRITERIA

CLERK TYPIST (GS-04 and GS-05)

JOB PERFORMANCE

OVERALL CLERICAL DUTIES:

Knowledge of correspondence formats and preparation of the same, preparation of forms, document flow and control, telephone and receptionist techniques, ability to determine work priorities, job attitude, utilization of time, initiative, resourcefulness, overall work accomplishments, security consciousness, neat and orderly office area.

TYPING:

The ability to quickly, accurately and neatly type reports, project actions, memoranda, travel advances and vouchers, clearance actions, etc. in the prescribed format.

TECHNICAL ABILITY:

The knowledge of and adherence to document control procedures, Agency regulations, DD/S&T and ORD instructions, correspondence formats and completion of proper forms; filing systems, use of reference aids, records disposition, and knowledge of grammar and punctuation.

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CLERK TYPIST (GS-04 and GS-05) (Cont'd)

PERSONAL QUALIFICATIONS  
& CONSIDERATIONS

PERSONALITY:

The ability to get along with other people - subordinates, contemporaries, and supervisors, honesty, integrity, tact, pleasantness, attendance dependability, ability to communicate, attitude and work habits.

APPEARANCE:

Grooming, appropriateness of dress, poise, etc.

POTENTIAL:

The demonstrated performance motivation and potential to advance to a senior clerical position.

ADAPTABILITY:

Ability to accept new ideas and adjust to changing situations and environment.

ASSIGNABILITY:

The willingness and/or capability to accept assignments at the same or next grade level in the same position title job within ORD. (This category not to be confused with potential.)